

Press Release

September 30th, 2021

Comprehensive service training from vintage to newest machine tools: DMG MORI Academy opens new “Service Skill Training Center”

DMG MORI Co., Ltd. (hereafter 'DMG MORI') has opened its new “Service Skill Training Center” on Iga Campus. As a new part of DMG MORI Academy, the training facility will focus on training and skill enhancement of DMG MORI's global service workforce.

DMG MORI's global service engineers ensure that DMG MORI's products maintain their high performance at customers' factories throughout their entire lifespan, which can be more than 20 years in case of machine tools. Therefore, apart from being experts for the newest machines, DMG MORI's service engineers must also be capable of attending to vintage machines that are out of production but still in use.

Moreover, the rising demand for automation systems in recent years calls for service personnel with skills that go beyond machine tools. Engineers are now required to take care of peripheral equipment and digital technologies that accompany automated machine tools as well.

The “Service Skill Training Center” is DMG MORI's answer to the increasing demand for high-level service skill. This dedicated training facility provides service engineers with more comprehensive and in-depth training than the former service courses at DMG MORI Academy.

The “Service Skill Training Center” is equipped with over 40 machine units that capture the complete landscape of DMG MORI machines in use – starting from the latest models such as 5-axis/ mill-turn machines up to vintage models such as former Hitachi Seiki machines. The lineup also includes complex automation systems with LPP (Linear Pallet Pool System) and MATRIS.

The rich learning environment combined with an elaborate curriculum, will enable DMG MORI's global service engineers to acquire extensive knowledge and skills in fields such as 5-axis/mill-turn machines, automation, digital technologies and more. The formation of a more versatile service workforce will shorten repair times and increase the operation ratio and productivity of customers' machines.

In addition, the “Service Skill Training Center” also incorporates a “Safety Dojo” for teaching safe working methods and reducing work related accidents. The “Safety Dojo” will be open to all employees as a place to raise awareness for safety measures. The Dojo also includes a drive simulator to promote safe driving, especially for service engineers who frequently visit customers' factories.

From now, all service engineers of DMG MORI will visit the “Service Skill Training Center” regularly to polish their skills and exchange information with their colleagues. By this, DMG MORI can nourish a good communication culture and make sure that information and skills get passed on to all engineers.

◆DMG MORI Academy “Service Skill Training Center” Overview

1. Goals

- Training & skill enhancement of all global service engineers, reduction of MTTR*
(*MTTR: Mean Time To Repair)
- Extensive skill acquisition for all machine types and automation systems
- Higher awareness for safety and elimination of work-related accidents

2. Establishment

- September 2021

3. Facility

- Training area
 - + Practical training directly on the machine with 20 experienced trainers
 - + Equipped with 43 machine units
 - 5-axis/mill-turn machines, machining centers, turning centers
 - Automation systems: Linear Pallet Pool (LPP), MATRIS, in-machine travelling robots, industrial robots
 - Messenger: Monitoring of machine operation states in real time
 - TULIP: Application platform to improve shop floors with digitization
 - + Easy-to-understand banners at each machine that summarize all important characteristics and service/development aspects
- Safety Dojo
 - + To learn safe working methods and eliminate work-related accidents
 - + Drive simulator to improve driving skills and eliminate car accidents
- Panel displays
 - + Panel displays that introduce DMG MORI’s history, production sites, product lineup, technological transition, unique technologies, digitization, technology cycles and human resources development
- Seminar area, exchange space
 - + Space equipped with large monitor for seminars, breaks and exchange between trainees

4. Training

- Systematic training courses & curriculum
 - + Primary Course: Acquisition of basic service/maintenance knowledge, machine operation and safety skills. Acquisition of business manners for customer interaction, enhancement of communication skills.
 - + Basic Course: To be taken after Primary Course. After completing the OJT period, engineers assume work at customers' sites and become capable of performing on their own initiative.
 - + Advanced Course: Designed for employees with more than one year of work experience to acquire further knowledge and enhance skills.
- Planned to conduct training for approx. 450 engineers per year (250 from Japan, 200 from overseas) *including web-based training



Exterior of Service Skill Training Center

Primary Course (10 days)			Basic Course (5 days)		Advanced Course (5 days)				
Primary All			Basic - Turning Center	Basic - Machining Center	Advanced - NLX	Advanced - NVX	Advanced - NHX	Advanced - NTX	Advanced - System

Curriculum overview



Training with industrial robots



Training with automated systems



Drive simulator



Space for social interaction

Concluded.